(10)

FLICC Librarian of the Year Award
Nomination Form

This is not an interactive Web form.

Fill out the form, print it via your browser and get required endorsements and signatures. Then fax or mail according to the instructions below.

NOMINEE (PLEASE PRINT:)

Name:	Carla Pomager
Title:	Systems/Acquisitions Librarian
Agency:	Family & Morale, Welfare and Recreation Command
Library Address:	4700 King Street, Attn: IMWR-CRL
City:	Alexandria
State:	VA Zip: 22302-4418
Phone:	703-681-7205
Fax:	703-681-7249
Email:	carla.pomager@us.army.mil

Additional comments or explanations:

NOMINATOR:

Name:	Barbara Christine
Title:	Chief, Library Program
Organization:	Family & Morale, Welfare and Recreation Command
Address:	4700 King Street, Attn: IMWR-CRL
City:	Alexandria
State:	VA Zip: 22302-4418
Phone:	703-681-7208

Fax:	703-681-7249
Email:	barbara.christine@us.army.mil

Nomination statement (mandatory): I believe the nominee should be Federal Librarian of the Year for Fiscal Year 2006 because (50 words or less)

her dedication to providing exceptional library services to Soldiers and their families resulted in outstanding innovations for the Army General Library Program. She developed an information system for the largest US military library program giving deployed Soldiers and families at home access to books, online databases, eBooks, and other library services 24/7.

Signature:	*Barbara Christine*	Date:	1-19-07

MANAGEMENT APPROVAL—Immediate Supervisor

Name:	Barbara Christine
Title:	Chief, Library Program
Organization:	Family & Morale, Welfare and Recreation Command

Statement of approval: I approve this nomination for Librarian of the Year for Fiscal Year 2006. Comment: The undertaking of the General Library Information System (GLIS) was immense. GLIS encompasses the first central ILS to be installed in the military services with PC management, federated searching, and patron authentication through DEERS. The impact is far-reaching. Not only are services provided 24/7 to the most deserving customers in the world, America's Soldiers, but tax-payer dollars are saved with central purchasing, ILS updates for all libraries are assured, and security concerns are abated.

Signature:	*Barbara Christine*
Date:	1-19-07

MANAGEMENT APPROVAL—Second Level Manager

Name:	Marcy J. Stennes
Title:	Director, Community Recreation
Organization:	Family & Morale, Welfare and Recreation Command
Signature:	*Marcy Stennes*
Date:	01-19-07

INSTRUCTIONS:

Deadlines: All nominations must be faxed no later than January 19, 2007.
If a nominator does not receive confirmation of the nomination by January 26, 2007, please contact Anna Bohlin by phone at (202) 707-4822. Fax nominations to the Federal Library and Information Center Committee (FLICC) at (202) 707-4825. Selections will be made in March 2007 and announced in April 2007.

FLICC I FEDLINK I What's New I Publications I Education and Training I Federal Library Resources
Contracting/Vendor Products and Services I Account Management I Information for Vendors I OCLC
Updated November 2006

http://www.loc.gov/flicc/awards/librarian.html   1/18/2007

Active and Innovative Leadership during Fiscal Year 2006 in the Advancement of Library and Information Services.

Ms. Pomager (1) envisioned virtual services for Army General Libraries and turned that vision into a reality; (2) build a superb team to implement the system; (3) inculcated a positive attitude about the system in often hesitant Army librarians, and (4) found innovation solutions to constant difficulties and setbacks in the project.

With a keen interest in technology and an understanding that the future of the Army General Library Program depends in large part on offering virtual library services, Ms. Pomager initiated the General Library Information System (GLIS). GLIS provides information services to deployed Soldiers and installation libraries in an Army transforming itself into a modular force. With web access, Soldiers in war/conflict zones are offered the same library and information services as if they were actually visiting their home base library. Army installation libraries now operate with an enterprise-wide integrated library system handling life-time library registrations, federated searching, a PC management system, and offering standardized and controlled security upgrades.

Creating GLIS required extraordinary team building capabilities. Through regular teleconferences and face-to-face meetings Ms. Pomager's encouraged each participating library to join teams and participate in GLIS policy and SOP development. Using diplomacy and a firm hand, Ms. Pomager was able to lead the teams to consensus building resulting in published policies and SOPS that are available to new GLIS members. Ms. Pomager extended her team-building talents beyond the library realm to mold personnel from Army Knowledge Online, Defense Enrollment Eligibility Reporting System (DEERS), and Space and Naval Warfare System (SPAWARS) into supportive members of the GLIS team. Personnel from these organizations, previously unfamiliar with Army libraries, became avid supporters and important team members in launching this important initiative.

Ms. Pomager remained a positive force throughout the GLIS experience. Team members often commented that it was a real pleasure working with Ms. Pomager because her attitude was always up-beat and encouraging. Although many roadblocks were encountered that would have daunted most librarians, Ms. Pomager held firm to her goals. She often came to me, her supervisor, discussing setbacks and her recommended workarounds. Frequently the workarounds became the choice mode of operation. She had to revise proposal requests when potential contractors threatened to protest. Operating with two funding systems created complications. Technical problems were ever present. Bar codes were too long or too short and the system's security was constantly threatened because of server problems, out-of-the blue software updates and anti-virus software. Ms. Pomager tackled each issue and found creative resolutions. The Command's Chief Information Officer granted the Authority to Operate (ATO).

Promotion and Development of Library and Information Services in Support of the Organization's Mission in Fiscal Year 2006. (Include brief statements of both agency and library missions, size and budget of library or information center, and size and identity of user population served.)

Ms. Carla Pomager is employed by the Army's Family and Morale, Welfare and Recreation Command (FMWRC) whose mission is to "...deliver agile and innovative Morale, Welfare and Recreation programs and services to enable the readiness of the total military family and address the strategic imperatives of the Joint Expeditionary Force." The library program within FMWRC supports the Command's mission by delivering "...authoritative knowledge services to the Army anytime, anywhere." Both the Command and the library program impact services Army-wide.

As a part of the Army General Library Program Office within FMWRC, Ms. Pomager developed and implemented the full spectrum of the Army's General Library Information System (GLIS). GLIS is a combination of hardware, software, communication systems, innovative acquisitions, contract maintenance, information portals, information resources and creative planning all working in concert to offer Army Soldiers, civilians, and family members access to a variety of library services accessible anywhere on the globe. With Internet access and GLIS capabilities, Soldiers supporting the war on terrorism in hot spots around the world can log into the Army's information portal, Army Knowledge Online (AKO), and check their GLIS library account, borrow books from their home base library, and easily navigate through a variety of resources all intended to enhance their personal and professional lives. Additionally, and through Ms. Pomager's efforts, many of the resources available to them over AKO are library commercial databases which include full-text journals and newspapers, online practice tests for academic preparation, electronic reference materials such as dictionaries and primary source materials, downloadable audio books, and both fiction and non-fiction eBooks.

Family members have access to the GLIS library system from home or office. In addition to integrated library services, GLIS offers federated searching, one time registration in the Army General Library Program, access to the same electronic databases available to deployed soldiers, and PC management within the library. PC management controls PC reservations and limits printing thus saving staff time.

Although the first library to become a part of GLIS was Fort Campbell in August, 2005, 96% of the current libraries in GLIS (50) entered in FY06. The goal is to bring in one library a month until all 101 Army General Libraries are in GLIS.

GLIS is available to over 1.8 million soldiers plus their families. The budget to establish the GLIS infrastructure prior to FY06 was $2.1M. Ms. Pomager expended 250K in FY06 to add and maintain the current libraries in GLIS.

B. Managing Information Resources. Carla Pomager manages the Army General Library Information System (GLIS), which expanded to include 51 libraries in 4 European countries and the United States during FY 2006. GLIS is a web-based information system that provides library services to deployed Soldiers and their family members at home. She proposed and led the full life cycle of this information system from its planning, funding, creation and certification to its sustainment. GLIS includes 797,842 bibliographical records, 1,967,221 item records and 394,674 patron records. Enhanced content such as book covers, table of contents and book reviews adds color and appeal to the site. The site offers federated searching of seven databases and PC Management, which helps the library staff direct patron use of public-access computers. Similar to a large county integrated library system, GLIS covers a geographic area that stretches half way around the world from Alaska to Europe.

Keeping up with transient patrons is one of the most difficult problems in a military library. Ms. Pomager incorporated a central DoD database (DEERS) to update all the patron information. This process required many steps, including updating the Army library system privacy policy in the Federal Register. Military ID cards and family member ID cards are used in place of library cards. Users within the GLIS system are able to go into any participating library and use computers for email or research, check out materials and return them to any library in the GLIS system. Deployed soldiers who are not registered with their home library will be able to register through Army Knowledge Online (AKO), the Army portal.

In FY2006, The U.S. Army Family and Morale Welfare Recreation Command (FMWRC) moved to the Uniformed Funding and Management (UFM) system - the merging of appropriated funds (APF) and nonappropriated funds (NAF) – to pay for morale, welfare, and recreation services. This switch to a new funding system caused much disruption in the financial support of GLIS. Especially troublesome was a support contract for 60 man hours a week to ensure support for GLIS libraries worldwide. The APF contract vehicle used for the support contract expired in November 2005 and could not be renewed with NAF dollars. With short notice, Ms. Pomager worked with NAF Contracting and the legal office to acquire a sole source NAF contract for nine months. NAF contracting then requested a proposal for a competitive contract with four option years. This resourceful solution allowed the Army General Library Program to provide onsite support to each library as GLIS went live. The switch to NAF also affected the payment method to AKO for hosting the servers and on-site technical support. Ms. Pomager worked with Gov Works, AKO, and FMWRC budget office to find a way to continue support. Ms. Pomager was able to take unexpected roadblocks and work through them without loss of service to the GLIS member libraries. Ms. Pomager requested and was granted central money from the Army Installation Management Agency to continue adding libraries to GLIS in FY 2007. Her plan is to continue adding libraries until all 101 libraries in the Army General Libraries System are a part of GLIS.

Ms. Pomager's innovative leadership of the GLIS program ensures that Soldiers and their families will continue to have library services no matter where they are stationed or deployed.

C. Managing Information Services. In July 2006 Army Knowledge Online (AKO), the official Army portal for 1.8 million users, added the My Library community page to the Self Services area on its front page. The My Library page links to library catalogs, including GLIS's catalog, Ask a Librarian, a Federated Search, Military Education Research Library Network (MERLN), and all commercial databases purchased by the General Library Program. The commercial databases are authenticated through AKO so that deployed Soldiers are offered the same library and information services as if they were actually visiting their home library. Soldiers do not have to learn another password or carry a library card when deployed.

Ms. Pomager designed the new My Library page using action words familiar to the end users – "Find a Book"; "Fix Your Car"; "Read a Book Online"; "Listen to a Book"; "Go to College" and "Find Your Library". She also added graphics for each database. The My Library page received 118,488 hits in the last three months of FY 2006. Ms. Pomager received the following comment from SSG James Thomas, "The absolute best idea to be placed on the AKO system. Not only will I use it but I will inform my Soldiers that now there is a central location that they can conduct both personal and professional research and expand their knowledge."

To insure the General Library Program central database buys were meeting the needs of her customers, Ms. Pomager requested free trials from the vendors and requested Army librarians to evaluate the databases. She queried the libraries about their preference for hardcopy or online central buys. Seventy-five percent of librarians responded that they preferred online. The commercial databases were primarily funded with year end monies through Unfinanced Requirements (UFR) that Ms. Pomager prepared and submitted with the budget. There was little year end funding at the end of FY 2005, and the library program was only able to renew 9 of the 21 databases for FY 2006. Even with this reduction in the number of databases, FY2006 database usage increased from 697,729 to 797,447. This increase is a direct result of the addition of the GLIS Federated Search software and the new My Library Page.

At the end of FY2006, Ms. Pomager obtained funding to purchase contracts for twenty-one databases with license agreements covering all the Army General Libraries and the 1.8 million users of AKO. Although funded in FY2006, some of the databases were not available until October 2006. Databases included full text journals, resource centers, financial databases, downloadable audio books, eBooks, car repair information, online practice test and links to nearby libraries through WorldCat. These contracts cost $2 million. If purchased by each library they would have cost $8.5 million. FMWRC notified Ms. Pomager in September 2006 that $2.7 million for databases was funded for FY2007. She still submitted unfinanced requirements in case there would be year end money at the end of FY 2007.

Ms. Pomager assessed clients information needs, found needed funding, delivered specific information through web resources, and packaged and presented these resources to both library and non library users through a portal of 1.8 million users.

D. Applying Information tools & Technologies. In FY 2006 Carla Pomager completed the certification and accreditation of the General Library Information System (GLIS) and fielded the system in 51 libraries in both the United States and Europe. Two GLIS servers and Horizon software replaced 13 different servers using 8 different ILS software products. The GLIS project began in August 2003 with approval of the MWR Configuration Control Board. At the request of Ms. Pomager and the Army General Library Program, the U.S. Army provided supplemental funding in FY2004 to fund the project for military installations that deploy troops to Afghanistan and Iraq. The Europe region provided funds to add their libraries to GLIS. In FY 2005 the vendors delivered the hardware and Ms Pomager formed working groups of Army Librarians to establish system policies. Ms. Pomager worked with OCLC to update the holdings of all the libraries and add them to the Military Education & Research Library Network (MERLN). The OCLC bibliographic records were added to GLIS, and as each library migrated their data the items were linked to the OCLC bib record.

Ms. Pomager had to overcome several technical difficulties. She worked with the vendor, SirsiDynix, to establish two servers which replicate data in near real time to ensure continuity of operations and to compensate for the distance between the libraries in Europe and the states. The link to the Defense Enrollment Eligibility Reporting System (DEERS) required SirsiDynix to upgrade their web patron interface. This caused the GLIS patron interface to crash. Libraries were able to point to the Europe patron interface without loss of service. During the deployment of the system, it was discovered that the plan to use the military ID cards to link to the patron data for circulation and computer management was unworkable due to the length of the bar code on the military ID cards. Ms. Pomager worked with the vendors to establish another data field to be used for circulation and PC Management. To help libraries existing in ten different time zones, Ms. Pomager established a help desk telephone number that rolls over to assigned FMWRC staff with government cell phones for after duty hours.

GLIS libraries' staff share work processes such as cataloging, acquisitions and the patron database. Overdue and other notices can be emailed to patron's permanent Army account on Army Knowledge Online (AKO). Even if the Soldier has moved or retired, his email remains the same in AKO. Cataloging work has been minimized. Library staff does not have to catalog new materials if another library has already added the record. They just add an item with their location. Patrons and staff can see at once if a book is available at another library. Interlibrary Loans have become faster and more popular with the patrons since they can see other Army libraries that own a book. Libraries see the titles of centrally ordered books and receive them in the GLIS acquisitions module.

To further enhance the information provided by the General Library Program to their customers, Ms. Pomager arranged a training day at the Army Library Training Institute for all aspects of GLIS – the integrated library system, the portal (AKO) and the commercial databases. Over 75 librarians took advantage of the training day at the Army Librarians Training Institute in April 2006. Because of the AKO training, there are now 35 library pages on AKO to guide Soldiers and their family members to recreational, educational, and mission related information.

HQ U.S. Army Installation Management Agency, Europe Region

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PRESS RELEASE

FOR IMMEDIATE RELEASE   **September 28, 2005**

IMA-E MWR Libraries upgrading to better serve customers

By IMA-Europe MWR Marketing

Installation Management Agency Europe Morale, Welfare and Recreation Libraries will be upgrading their automated library system that controls check-outs of library materials and many other library functions beginning Oct. 10.

"While the new European General Libraries Information System (EGLIS) is brought online there could be some short delays in serving customers," said Meg Tulloch, the EGLIS team leader.

The new EGLIS system is expected to be in place by the middle of October, Tulloch said.

"Library customers may not notice a difference at all," said Tulloch, "but in our busier libraries which circulate over 2,000 items a week—library customers may be delayed a few minutes during the system transition, and we just want to make our customers aware of the changes and possible temporary delays in service."

Higher volume circulating libraries include Heidelberg, Wiesbaden, Mannheim, Hanau, Stuttgart, and Brunssum in Schinnen, Tulloch said.

The new EGLIS system is replacing the outdated PALS (Patron-Oriented Automated Library System), which ties together Army libraries in Europe. EGLIS is part of the new General Libraries Information System (GLIS) being implemented in U.S. MWR Army libraries over the next two years and will eventually link MWR Army libraries in the U.S. and Europe together in a single database.

"Ultimately, patrons will have greater control over their library accounts and be able to make requests for materials online," explained Tulloch, who is the reference librarian for the European Regional Library and Support Center (ERL-SC) in Heidelberg. "The new system improves the circulation process, patron registration and online catalog we currently have and will facilitate sharing of materials."

Fort Benning Libraries

MWR

FOR IMMEDIATE RELEASE

Fort Benning Libraries Introduces GLIS
Library users receive improved access to resources through new online system

The Fort Benning Libraries; Sayers, Donovan & Amos are in the process of installing a new Integrated Library System, called the Horizon Information Portal also known as The General Library Information System, GLIS for short. GLIS is a pilot project funded by MWR, Army General Library Program to integrate the catalogs of General Libraries selected to participate in the project. The Donovan and Amos Libraries were selected to participate in the pilot project due to their missions. The end result of an integrated catalog is a Virtual Library Program supporting the local military communities as well as Soldiers deployed around the world. The new system will improve the quality of service to its users with one-stop access to electronic information from library holdings, the Web, and other e-library services. Local library patrons and Soldiers will have access to e-books, e-journals, Inter-Library Loan, "Ask-a-Librarian," and selected databases. We're thrilled that we will be able to provide this level of service 24 hours a day to nearly all of our users. The Horizon Information Portal (GLIS) is accessible from virtually anywhere in the world via Army Knowledge Online or an Internet connection. It will be a convenient place to go for patrons to go for all their information needs.

The Donovan Library is located in Infantry Hall providing support to United States Army Infantry School (USAIS) students. The Donovan Library is open to everyone Monday – Friday, 8:00 a.m. – 6:00 p.m. The John B. Amos & Elena Diaz-Verson Amos Library is located in building 35 and supports students and faculty of the Western Hemisphere Institute for Security Cooperation (WHINSEC.) They are open Monday – Friday 7:30 a.m. – 5:30 p.m. The Sayers Memorial Library is located in building 93 and provides general library services to the community. It is open Monday – Thursday from 11:00 a.m. – 7:50 p.m., Saturday & Sunday 12:00 p.m. – 7:50 p.m. The Sayers Library is open most Holidays from 12:00 p.m. – 7:50 p.m.

All Fort Benning Libraries will CLOSE, Wednesday, October 12th for training to use the new system. For more information about GLIS contact the Donovan Library at 545-8591 or the Sayers Library at 545-4911.

DEPARTMENT OF THE ARMY
OFFICE OF THE DEPUTY CHIEF OF STAFF G-1
300 ARMY PENTAGON
WASHINGTON, D.C. 20310-0300

January 19, 2007

Army Library Program

Federal Library and Information Center Committee
ATTN: Awards Committee Chair
Library of Congress
Washington, DC 20540-4935

Dear Madam Chairman:

It is with great pleasure that I nominate Ms. Carla Pomager of the U.S. Army Family and Morale, Welfare, and Recreation Command (FMWRC) for the Librarian of the Year award. Although Ms. Pomager is the Systems/Acquisitions Librarian for the Army General Library Program, the benefits of her FY 2006 accomplishments extend beyond that program to the entire Army Library Program (ALP). In addition to the Army's soldiers and families, Army civilians and contractors in research and development laboratories, engineer offices, academic institutions, hospitals and other offices also have access to the 21 commercial databases that Ms. Pomager centrally purchased and made accessible via Army Knowledge Online (AKO). By providing Army-wide access to standard information resources, Ms. Pomager allows academic, technical, medical, and other Army libraries to use their limited funds to purchase the specialized electronic resources required by their audiences. These libraries also benefited from the free database training that Ms. Pomager offered at the Army Library Training Institute 2006.

Ms. Pomager's accomplishments as well as her knowledge of technology, vision, and insatiable curiosity make her an extremely valuable member of the Army Library Program Web Team, a group of Army librarians who create and maintain the public and intranet (AKO) web pages for the ALP. After Ms. Pomager developed the My Library page and won a highly coveted location for it on AKO in FY 2006, the web team goal was to use the new page as the focal point for all library services on AKO. The plan included individual pages for the different Army commands to meet the special subject needs of their clientele. Ms. Pomager set up a "sandbox" page on AKO which she used for training web team members and others to create these specialty pages. The pages created by the librarians from 5 Army commands provide information specific to their unique information needs.

Ms. Pomager is a leader of change whose accomplishments of FY 2006 have contributed significantly to the transformation of Army libraries. I highly recommend her for the 2006 Federal Librarian of the Year award.

Sincerely,

M. Ann Parham
Librarian of the Army